

## **RFP Contract # GSS-09-580 – LOCAL SVC**

### **Questions & Answers**

- 1. After reviewing the RFP for Voice services for the State of Delaware, I wanted to ask you a couple of questions. Is the intent of this RFP to simply renew with Verizon? In addition, was the RFP prepared by Verizon or by the State of Delaware?**
  - a. All requests for proposal are a competitive process. We prepare our solicitations.
- 2. Would the State consider a RFP pricing response that would include a one-time credit?**
  - a. The State will consider any option proposed.
- 3. Would the State of Delaware allow vendors to submit an alternative cost proposal for a 42 month term with 1 or 2 year option, so that State can evaluate any pricing benefit that this will afford the State?**
  - a. The State will consider any option proposed.
- 4. We did not see the following within the RFP: 1) CD Virus-free Certification, 2) Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement  
Please verify and let us know if they will be posted as amendments.**
  - a. See Addendum 2
- 5. SECTION 10 – Downtime Credits. Can it be assumed the term “service’ is synonymous with circuit(s)?**
  - a. “SERVICE” means Local Service as delivered to the customer. In the case of this RFP, that could be a line, a circuit or a feature.

#### **DOWNTIME CREDITS:**

The State shall be rebated, or credited, a prorated portion of the applicable monthly service charges for each occurrence during which the State is denied use of the service for eight (8) hours or more during any consecutive thirty (30) day period. The rebate shall apply to the initial eight (8) hours and all additional hours or portions thereof, during which the State is denied access to the service, or provide a credit to the Authorized User for each eight (8) hours or portion thereof that the State is denied access to the service. These credits apply in addition to any liquidated damages as defined in Section 23 LIQUIDATED DAMAGES of this document.

**6. What is a considered a Major Outage – Statewide or per site?**

- a. For purposes of this RFP, “MAJOR OUTAGES” apply per installation address served by a line, circuit or feature.

| Type of State Request                                                                                                                                                                          |                     |                          |                                                  |                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------|--------------------------------------------------|-------------------------------------|
| <u>Contractor Action</u>                                                                                                                                                                       | <u>Work Order</u>   | <u>Urgent Work Order</u> | <u>Support Request</u><br><u>(Repair Ticket)</u> | <u>Major Outage</u>                 |
| Acknowledge the Request & Communication                                                                                                                                                        | 24 Hours<br>Written | 2 hours<br>Verbal        | 2 hours<br>Ticket Number assigned                | Immediate<br>Ticket Number assigned |
| Response Interval & Communication                                                                                                                                                              | 3 Days<br>Verbal    | 2 hours<br>Verbal        | 2 hours<br>Verbal                                | 1 hour<br>Verbal                    |
| First Report Interval & Communication                                                                                                                                                          | 5 Days<br>Verbal    | 4 hours<br>Verbal        | 4hours<br>Verbal                                 | 2 hours<br>Verbal                   |
| Progress Report & Communication                                                                                                                                                                | None<br>Required    | 4 hours<br>Verbal        | 4 hours<br>Verbal                                | 2 hours<br>Verbal                   |
| Resolution Report & Communication                                                                                                                                                              | 10 days<br>Written  | 5 days<br>Written        | 5 days<br>Written                                | 3 days<br>Written                   |
| Liquidated Damages                                                                                                                                                                             | \$32/day            | \$60/day                 | \$60/day                                         | \$2500/outage/day                   |
| For unresolved requests, the Contractor shall pay the full amount of liquidated damages starting immediately following the missed action and then every 24 hours until the action is resolved. |                     |                          |                                                  |                                     |

- 7. 3) Section 22 - LIQUIDATED DAMAGES. Please describe how the measurement for missed actions, where verbal response is required, will be determined?**
- a. A verbal response is one that is recorded in the DTI Trouble Ticket associated with the Vendor Trouble Ticket. It is time-stamped and can be measured in the DTI Service Center application for interval and status.
- 8. How will Liquidated Damages (in days) be measured against the hourly measurements?**
- a. Status is recorded in the DTI Trouble Ticket associated with the Vendor Trouble Ticket. It is time-stamped and can be measured in the DTI Service Center application for interval and status.
- 9. In the sentence, "This sum shall be considered as reimbursement, in part, to the State, for the loss of the use of the items agreed to in this document." Does the word "items" mean services?**
- a. "ITEMS" means Local Service as delivered to the customer. In the case of this RFP, that could be a line, a circuit or a feature.
- 10. Will the State entertain IP Centrex services?**
- a. The State did not bid this service; however, it will entertain any proposals.
- 11. We need addresses for all lines in State of Delaware.**
- a. The numbers of lines are supplied in Exhibit A; addresses were not issued in this proposal.
- 12. Will you supply a map of the network topography?**
- a. No, use Exhibit A.
- 13. What is the level of tolerance for exceptions?**
- a. Government Support Services will go through exceptions with their Legal Counsel to determine responsiveness of bid.
- 14. Can we bid on an item and not bid the complete proposal?**
- a. Yes, this will not disqualify an offer. Use Appendix B.
- 15. Can we bid PRI by county?**
- a. Yes, use Appendix B.
- 16. Has Verizon always been the provider?**
- a. Verizon has always been a provider but not always the sole provider.
- 17. Will State extend the bid due date?**
- a. No.

**18. Regarding page 48, Exhibit A, does each number correlate to a Centrex location?**

- a. Centrex location may be one or more physical addresses.

**19. Can we submit for a 30 month period and a 42 month period?**

- a. The State will consider any option proposed.

**20. Can we get location of OC-3?**

- a. 801 Silver Lake Blvd. Dover, DE 19904

**21. Is there a date that all the circuit installations must be complete? If so, what is it?**

- a. Installation dates will be coordinated with the State during implementation.

**22. There are two SIP Trunks listed under the “State Agency Line Count.” Could you please offer more details on this service?**

- a. All Avaya & Cisco PBX's at all Agency locations are served via the Acme Packet Session Border Controllers in location 1 & 2 below.

**(a) What locations have this service?**

- a. Two (2) 100Mb Physical Circuits provided to State of DE @ 401 N. Broad Phila, PA. Switch & Data-9<sup>th</sup> Flr

1.) ACME Packet - 801 Silver Lake Blvd. Dover, DE 19904

2.) ACME Packet – 1901 N. Dupont Hwy. New Castle, DE 19720

**(b) Is this a “trunkless” service, where voice traffic originates from an IP Address and is routed to a carrier IP address via the public Internet?**

- a. This service is provided over private Carrier MPLS, not the Internet.

**(c) If there is a physical trunk used with this service, what type of trunk is being used? What is the bandwidth?**

- a. 100Mb Ethernet circuit provided at 401 N. Broad Phila, PA Switch & Data-9<sup>th</sup> Flr.

**(d) What codec is being used for the voice traffic? Examples are g.711 and g.729.**

- a. Currently G.711 but has the capability to go G.729 a plus.

**23. Section 22, Liquidated Damages, different types of state requests, and their associated Liquidated Damage fee. Could you please define a “Major Outage”? How does an outage qualify for a Major Outage penalty of \$2,500/day?**

- a. Outages and repair reports of all types are measured by DTI's escalation procedures and assigned the appropriate SEVERITY level. A MAJOR OUTAGE would be defined as a SEVERITY 1 treatment level. See Section 18. WARRANTY AND MAINTENANCE REQUIREMENTS on page 40 of the RFP.

**24. Are the 22,880 DID stations the same thing as DID numbers? How are the DID numbers concentrated over the various line types? How many DIDs are associated with the PRIs?**

- a. Yes, DID stations are the same as DID numbers. DIDs are associated only with PRI trunks and no other line types. All 22,880 DIDs are associated with PRIs.

**25. There does not appear to be any detail on call usage included in the RFP. Are we to provide local, IntraLATA, and LD rates with this bid? If so, can you please give us the usage detail by circuit type?**

- a. No intraLATA or interstate toll is bid in this RFP. All lines are associated with Local Service only. No usage detail is available.